



**CDE used CADshare to take spare parts order time from days to minutes**



A NEW WORLD OF RESOURCE



"We can ship the right part and cut out mistakes.  
The system is light years ahead."

**Ryan Barker, CDE Global Service Manager**

# The Client

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## CDE Global



A NEW WORLD OF RESOURCE

CDE Global supplies and installs equipment to companies in the mining and material handling industry for washing and separating sand and aggregate.

With over 2,000 project installations over their 25 year history, CDE has grown to become one of the largest wet processing equipment companies in the world.



# Their challenges

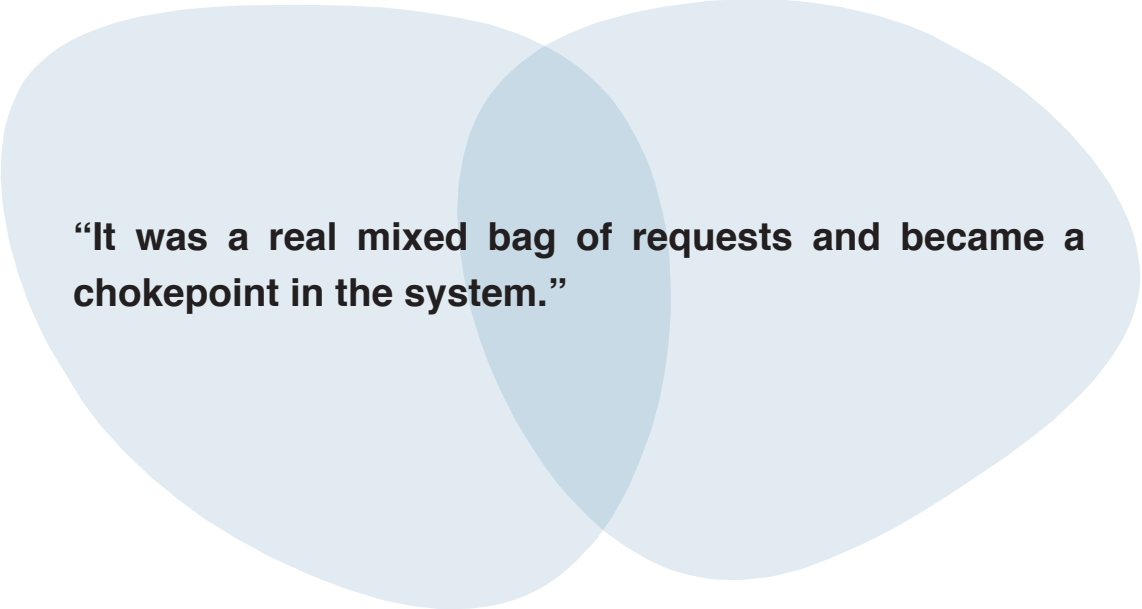
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## Customers faced days of downtime due to delays identifying and ordering parts

CDE customises each piece of equipment according to their customer's exact requirement; every machine is bespoke and therefore, every machine requires its own unique manual and spare parts data.

- \* Hard copy manuals quickly went out of date
- \* Customers struggled to identify parts, leading to multiple phonecalls and emails
- \* Timezones and language barriers added further complexity as the company grew

Customers would phone in with equipment descriptions, insist on speaking to specific individuals who “knew their plant”, quote part numbers or send multiple photographs in an effort to troubleshoot and identify parts.



**“It was a real mixed bag of requests and became a chokepoint in the system.”**

# The CADshare Solution

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## User-friendly web based portal for fast and accurate orders every time

CDE needed a reliable way to provide up to date technical information for each custom-made piece of machinery without having to 'reinvent the wheel' every time.

They wanted a user-friendly digital system that would sit within their existing online customer portal and allow the customer to find and order the right parts quickly to minimise downtime.

### CDE required:

- \* Fast and accurate content authoring for bespoke machinery
- \* Reduce order times with quick and easy parts identification
- \* Intuitive, online, visual parts ordering to cater for customers across the globe

CADshare powers CDE's PartsAssist platform within their web-based customer portal. Customers have a single sign-on experience, from which they can log into PartsAssist to access 3D pictures of their specific equipment for parts identification.

The flexibility of the system allowed CDE to design an ordering workflow that suits their needs. Currently, the customer identifies the parts they wish to order and this information is instantly sent to CDE aftermarket staff to create a purchase order.



# The Result

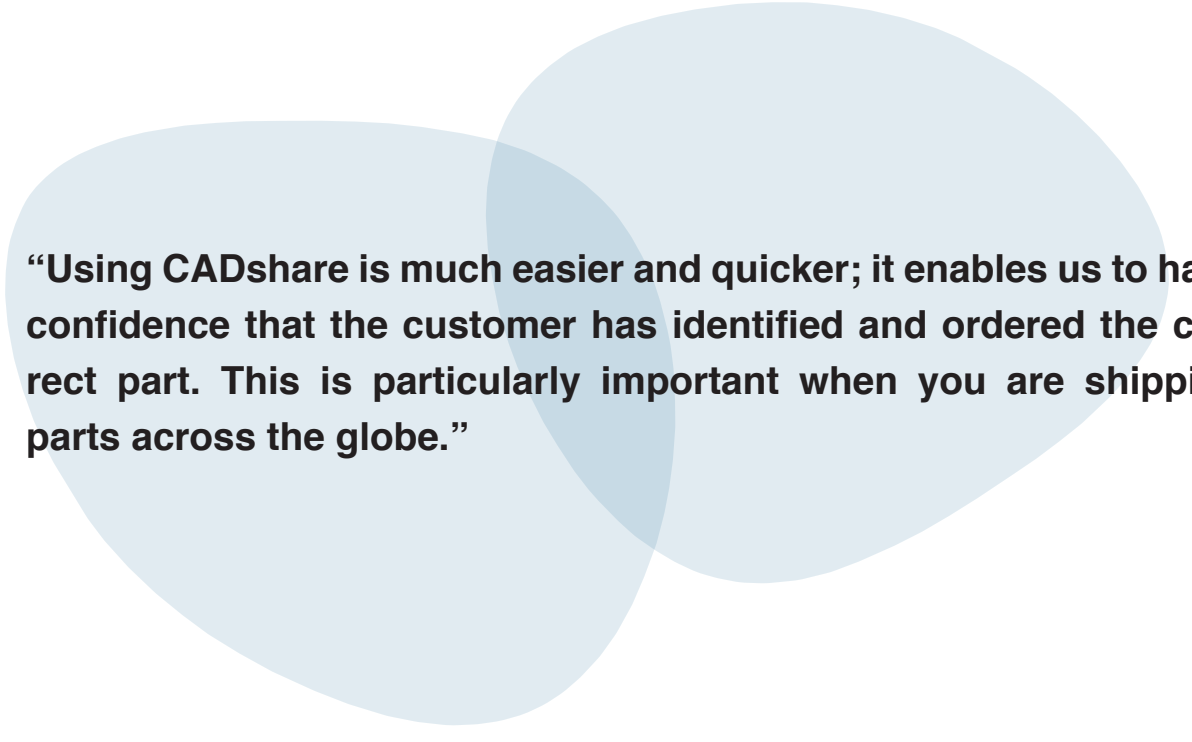
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## **Reduced customer downtime as orders take minutes rather than days**

Previously, CDE pulled together hard copy manuals by hand from multiple data sources, making it difficult to keep that literature updated if machines were altered or parts became obsolete. Some customers waited up to a week for the right parts to be identified and shipped.

Now, CDE simply update the data on PartsAssist with a few clicks and the customer's information is automatically updated in real time. When CDE receives an order and ships a part, they can be confident they are shipping the right part every time.

Having experienced such a positive impact through digital transformation, CDE intends to upgrade to a fully automated e-commerce workflow within PartsAssist in the near future.



**“Using CADshare is much easier and quicker; it enables us to have confidence that the customer has identified and ordered the correct part. This is particularly important when you are shipping parts across the globe.”**



Making aftermarket **accurate, efficient and profitable** so you can grow and compete in global markets.

Book a free call to find out how CADshare could transform how you do business.

